



Code: 1384

Family: Human Resources

Service: Administrative

Group: Statistical, Technical And Analytical

Series: Personnel

CLASS TITLE: EQUAL EMPLOYMENT OPPORTUNITY OFFICER

CHARACTERISTICS OF THE CLASS

Under direction, oversees the administration and implementation of the City's Equal Employment Opportunity (EEO) and Violence in the Workplace programs, and performs related duties as required

ESSENTIAL DUTIES

- Directs staff responsible for conducting inquiries and investigations regarding complaints, concerns, and potential violations of the City's EEO and Violence in the Workplace policies
- Oversees the intake and assessment process, including oversight of the case management system, ensuring complaints and concerns are received and addressed in a timely fashion
- Reviews investigative reports, prepared by staff and/or department liaisons; and makes recommendations for appropriate disciplinary or remedial action
- Works closely with other City departments (e.g., Law and Commission on Human Relations) to coordinate related claims raised within these departments
- Develops informational materials to promote a harassment-free workplace and to explain the City's program policies
- Stays abreast of federal, state and local laws, as well as court cases and trends regarding discrimination, harassment, and fair employment practices
- Oversees and participates in the development of training programs regarding EEO issues including discrimination, harassment and retaliation, and Violence in the Workplace
- Advises department liaisons on program policies and procedures
- Conducts inquiries and investigations of sexual harassment, equal employment and violence in the workplace complaints, as required

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an American Bar Association (ABA) accredited law school, plus four years of professional work experience investigating workplace issues, of which one year is in a supervisory role or case management capacity related to the responsibilities of the position

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)

- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, scanner)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Considerable knowledge of:

- *applicable federal, state, local laws, statutes, regulations, and guidelines
- *program management, administration and implementation
- *human resource administration principles, policies, practices, and techniques
- *training program design, development, implementation, and evaluation
- *applicable writing techniques
- *research and investigative methods, practices and procedures

Moderate knowledge of:

- *supervisory methods, practices and procedures
- *applicable computer software packages and applications

Some knowledge of:

- City's collective bargaining units, agreements, and grievance process

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- *ACTIVE LISTENING – Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *ACTIVE LEARNING – Understand the implications of new information for both current and future problem-solving and decision-making
- *LEARNING STRATEGIES – Select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things
- *CRITICAL THINKING – Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *JUDGEMENT AND DECISION MAKING – Consider the relative costs and benefits of potential actions and choose the most appropriate one

Abilities

- COMPREHEND ORAL INFORMATION – Listen to and understand information and ideas presented through spoken words and sentences
- COMPREHEND WRITTEN INFORMATION – Read and understand information and ideas presented through spoken words and sentences
- SPEAK – Communicate information and ideas in speaking so others will understand
- WRITE – Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS – Apply general rules to specific problems to produce answers that make sense

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- REACH CONCLUSIONS – Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other Work Requirements

- INITIATIVE – Demonstrate willingness to take on job challenges
- PERSISTENCE – Persist in the face of obstacles on the job
- LEADERSHIP – Demonstrate willingness to lead, take charge, and offer opinions and direction
- DEPENDABILITY – Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ADAPTABILITY / FLEXIBILITY – Be open to change (positive or negative) and to considerable variety in the workplace
- ANALYTICAL THINKING – Analyze information and using logic to address work or job issues and problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

*May be required at entry.

City of Chicago
Department of Human Resources
January, 2017